

4 CHAPTER: CREATE AND MAINTAIN CLAIM INFORMATION

4.1 Overview

The Department of Taxation (TAX) is responsible for administering the Virginia Set-Off Debt Collection Program, commonly called the Set-Off Program.

The Set-Off Program is designed to help agencies collect money owed to them. If a debtor owes money to an agency participating in the program (a Set-Off Agency) and is due any payments or refunds from the state, the amount of the debt is deducted from the amount of the payment or refund the debtor receives.

Once your agency is registered as a Set-Off Agency, you can initiate the Set-Off process by submitting a claim for money that a debtor who is also a TAX debtor owes you. Then, whenever your debtor overpays his or her taxes, is due a vendor payment from the Department of Accounts (DOA) or a Decentralized Agency (DCA), or is due a payment from the state Lottery, that money is matched against your claim. Rather than paying the debtor, TAX will send the money to your agency to offset the debt.



Note: As a Set-Off Agency, you have a designated Set-Off Debt Coordinator (SODC) assigned to administer the Set-Off Program within your agency.

On-line claims from Set-Off Agencies are entered into IRMS using the IRMS Web Application. You use the Maintain Claim Information window to:

- Create a new claim
- Modify an existing claim
- Delete a claim
- Reinstate a deleted claim

Maintain Claim Information Window

The illustration below is the Maintain Claim Information window.

IRMS - External - Microsoft Internet Explorer

File Claim Help

Maintain Claim Information

Selection

☒ FEIN
 ☐ SSN

Agency Number:

☐ Claim Number:

Find

Customer/Agency Information

Customer Name:

Street:

City: State:

Zip:

Agency Name:

Claim

Claim Name:

Claim Amount: Agency Information:

Claim Year: Claim Balance:

Claim Number: Total Claim Released Amount:

Claim Status: Total Claim Matched Amount:

Priority Code: Total Claim Finalized Amount:

Next Save Close

Maintain Claim Information Window Fields

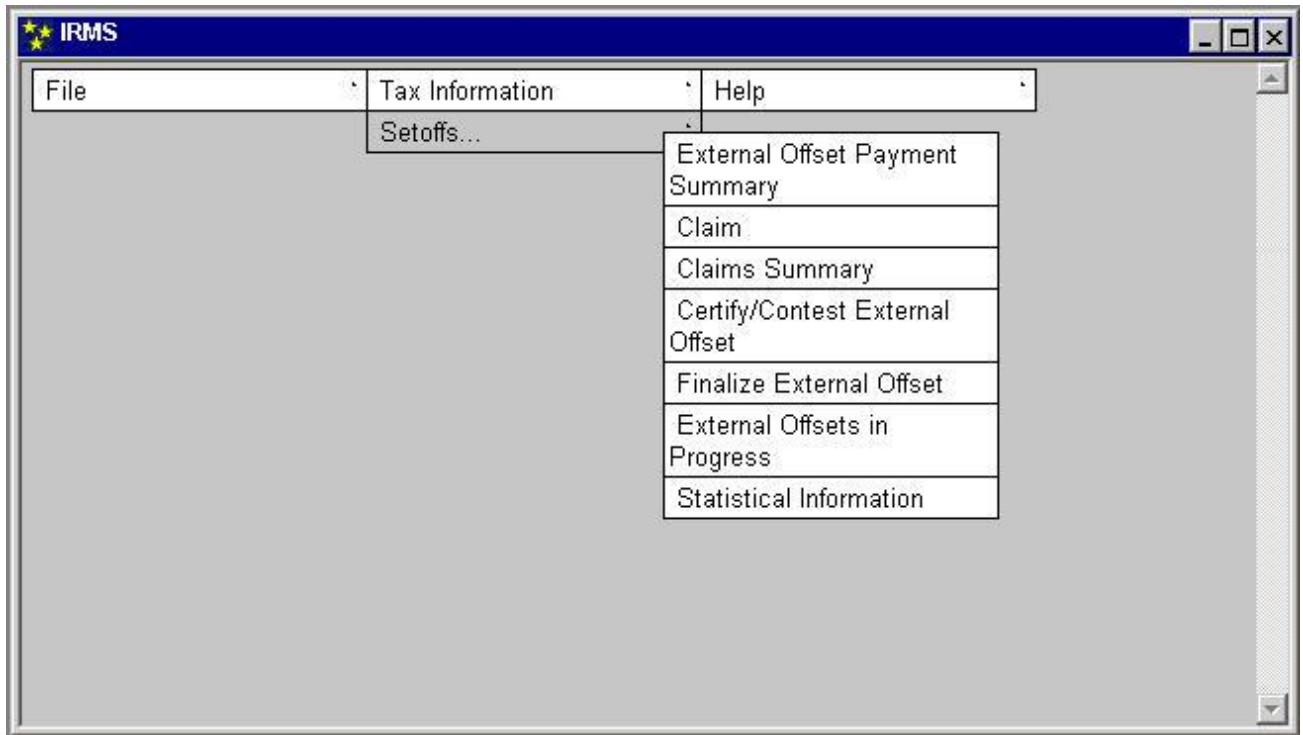
The table below lists the fields in the Maintain Claim Information window and provides a brief description of each.

Field	Field Type	Description
FEIN/SSN	Required	Used to search for a debtor (FEIN for a business debtor, or SSN for an individual).
Agency Number	Required	Your set-off agency identification number.
Claim Number	Optional	A unique identifier assigned by IRMS for a new claim and used to locate an existing claim.
Customer Name	System Generated	The name of the Debtor as it appears in IRMS.
Street	System Generated	Street of residence or business.

Field	Field Type	Description
City	System Generated	City of entity.
State	System Generated	State of entity.
Zip	System Generated	Zip of entity.
Agency Name	System Generated	Name of your agency.
Claim Name	Required	The name of the Debtor identified by the SSN or FEIN.
Claim Amount	Required	The dollar amount of the claim (must exceed \$4.99).
Agency Information	Optional	This is a free form text field used by Setoff Agencies as a means to identify the debt. You may enter anything you like that is meaningful to your agency as a reference to this debt.
Claim Year	Required	Defaults to the current year (format is YYYY). If the current date is between Nov. 1 and Dec. 31, then you may enter the following year.
Claim Number	System Generated for New Claims. Required when changing or deleting existing claims.	A sequential number that identifies the claim.
Claim Status	System Generated	The status of the claim.
Priority Code	System Generated	Your agency's priority code that is used in matching claims.
Claim Balance	System Generated	The amount of the claim that remains unpaid.
Total Claim Released Amount	System Generated	Total amount of claim released in the system.
Total Claim Matched Amount	System Generated	Total amount of resources matched to the claim.
Total Claim Finalized Amount	System Generated	Total amount of the claim when finalized.

4.2 Create a New Claim

To create a new claim, the following steps are performed:



Step 1: From the IRMS Main Window, select **Tax Information: Setoffs: Claim.**
The Maintain Claim Information window opens.

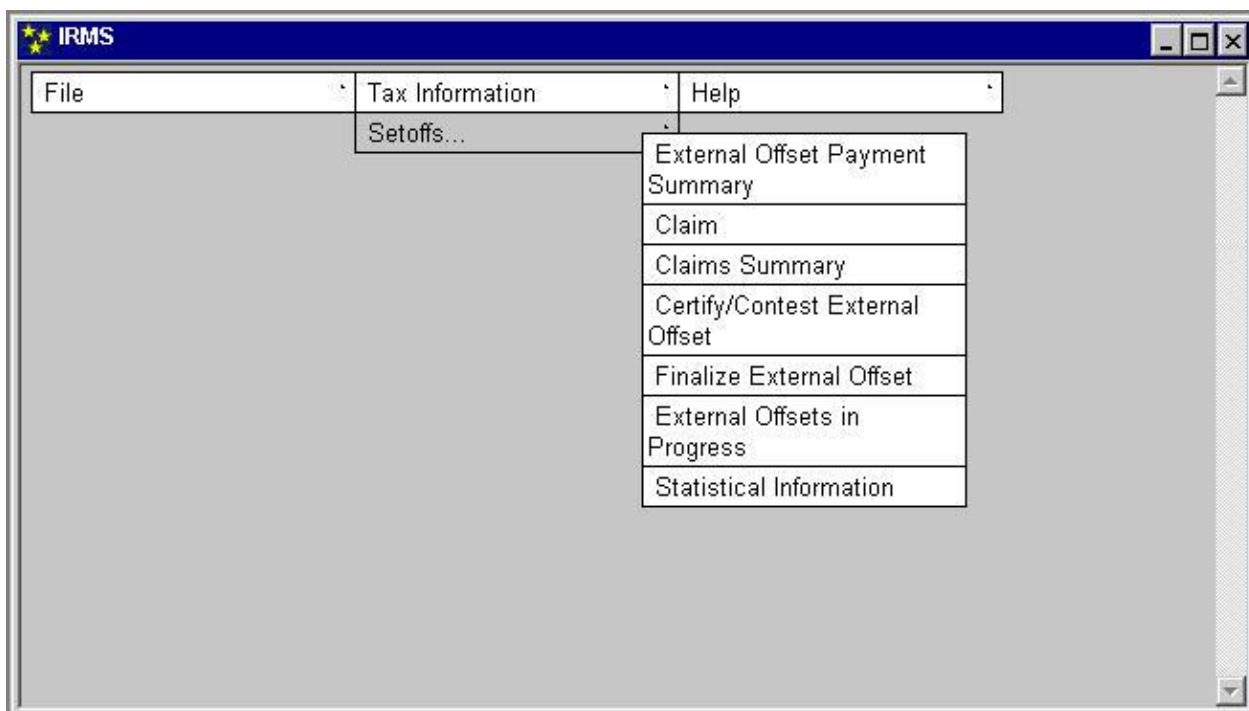
4.3 Modify an Existing Claim

In addition to creating new claims, you can also make changes to existing claims. However, there are some restrictions on making these changes:

- You can only change claims belonging to your agency
- You cannot change a claim from a prior calendar year
- You cannot change a claim that has been deleted (you must first reinstate the claim before making changes; deleting and reinstating claims is discussed later in this topic)

Modify an Existing Claim

To modify an existing claim, the following steps are performed:



Step 1: From the IRMS Main window, select **Tax Information: Setoffs: Claim.**
The Maintain Claim Information window opens.

4.4 Delete a Claim

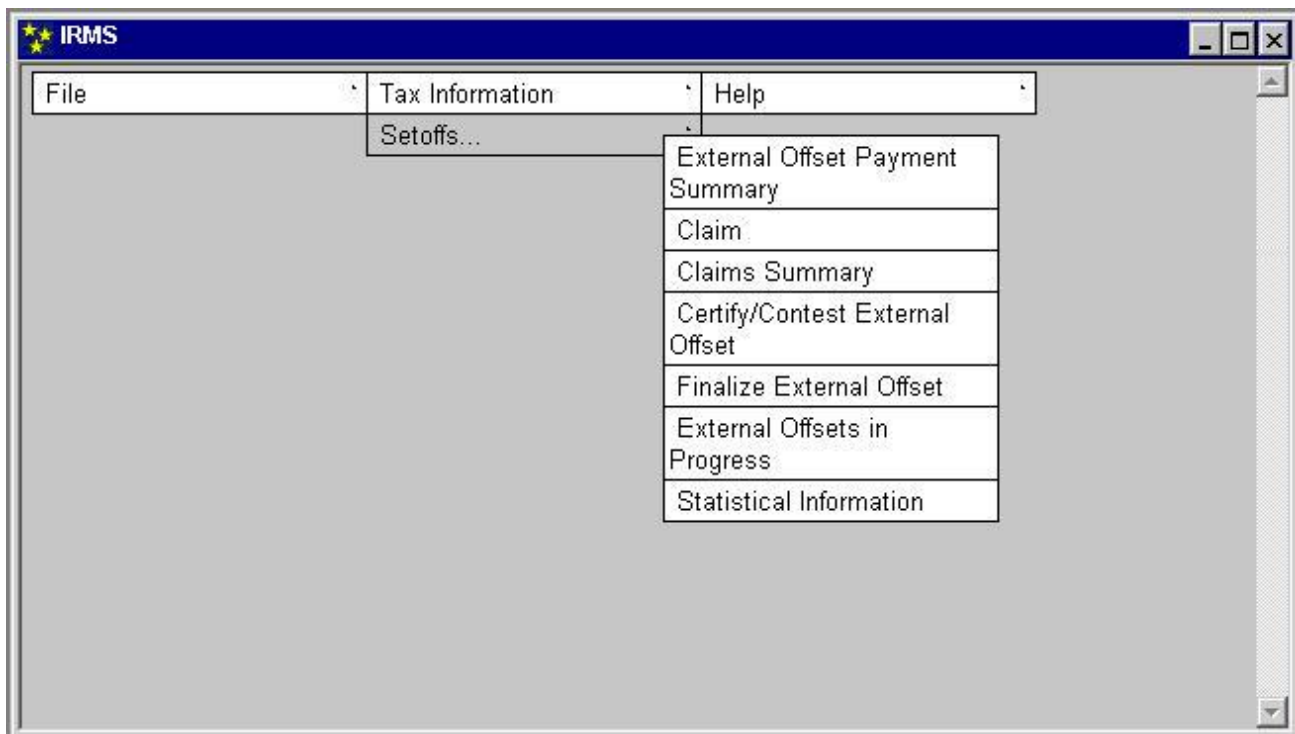
In addition to creating new claims and updating existing claims, you can also delete an existing claim. Typically, you will delete a claim if the debtor pays the debt in full, or you discover that the debtor is not liable for the debt.

However, there are some restrictions on deleting a claim:

- You can only delete claims belonging to your agency
- You cannot delete a claim from a prior calendar year
- You cannot delete a claim that has been previously deleted

Delete a Claim

To delete a claim, the following steps are performed:



Step 1: From the IRMS Main Window, select **Tax Information: Setoffs: Claim.**
The Maintain Claim Information window opens.

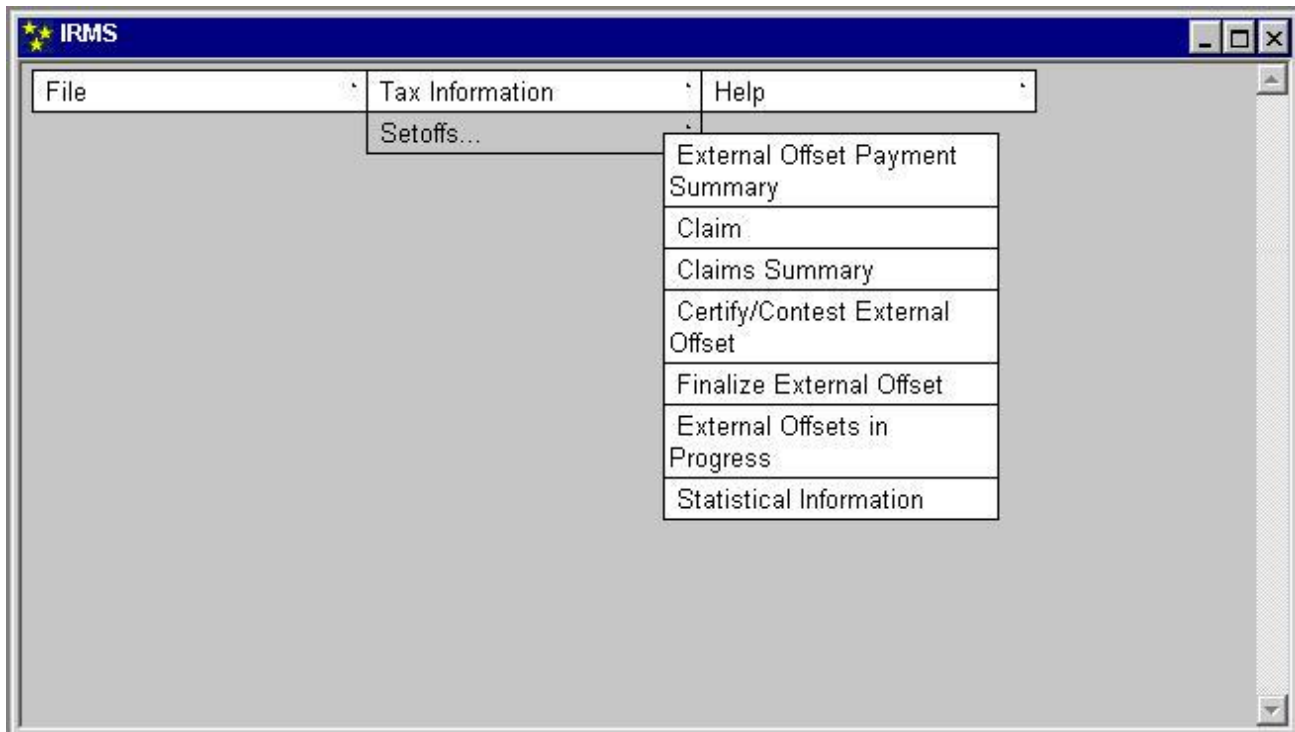
4.5 Reinstate a Deleted Claim

Once you have deleted a claim you can also reinstate the claim with these restrictions:

- You can only reinstate claims belonging to your agency
- You can only reinstate a claim for the current calendar year
- You can only reinstate a claim with a status of Deleted

Reinstate a Deleted Claim

To reinstate a claim, the following steps are performed:



Step 1: From the IRMS Main Window, select **Tax Information: Setoffs: Claim.**
The Maintain Claim Information window opens.

